



# MEDICAID MEMBER HANDBOOK

A Guide to Mental Health  
Services for  
Consumers and Family Members



## Davis Behavioral Health, Inc. How to Reach Us:

Emergency Services available 24-hours a day, 7 days a week  
*801.773.7060*

Bountiful Clinic *801.298.3446*  
M, W 8:00 AM – 9:00 PM  
T, Th 8:00 AM – 6:00 PM  
F 8:00 AM – 5:00 PM

Layton Clinic *801.773.7060*  
M – Th 8:00 AM – 9:00 PM  
F 8:00 AM – 5:00 PM

### Kaysville Clinic

Admin & HR *801.544.0585*  
M – F 8:30 AM – 5:00 PM

Children & Youth *801.546.1168*  
M – Th 8:00 AM – 9:00 PM  
F 8:00 AM – 5:00 PM



***If you have any questions regarding information in this  
handbook, please call 801.544.0585  
TTY: 801.298.9484 Utah Relay Service***

**When will Davis Behavioral Health tell me the decision on my grievance?**

Davis Behavioral Health will give you a decision within 45 calendar days after we get your grievance. Sometimes we need more time to make the decision. If we need more time, we will let you know about this in writing. We will either talk to you about our decision, or we will send you a letter.

**Section 16 - Privacy**

**Who may read or get copies of my medical record?**

Davis Behavioral Health follows federal laws about privacy of your medical record. Davis Behavioral Health does not use or share your protected health information except as federal law allows. When allowed by federal law, only the minimum necessary information is shared. We will talk to you about privacy when you first come to the center.

**Section 17 – Davis Behavioral Health Operations**

**What if I want to know more about how Davis Behavioral Health operates?**

If you ask, we will give you more information on our structure and operations, including information on how we choose providers and what is required of them, on our grievance system, and on our confidentiality policy. We will also give you a copy of preferred practice guidelines for mental health care, if you ask. Please call 801.773.7060.



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## Section 1 - Introduction

Davis Behavioral Health provides mental health services for individuals who receive Medicaid benefits in Davis County. The purpose of this handbook is to guide and help you while you are getting mental health services from Davis Behavioral Health. When you are on Medicaid, you are on part of the Prepaid Mental Health Plan. As long as you live in Davis County and your Medicaid card says that Davis Behavioral Health is your mental health provider, you must get your mental health care through Davis Behavioral Health. You cannot choose a different mental health plan, but you may be able to choose your therapist. (Please see Section 4, Page 5, on choice of mental health providers.) Please remember you may ask for a copy of this handbook at any time from any of the staff at Davis Behavioral Health.

## Section 2 – Covered Services and Programs

**What services and programs does Davis Behavioral Health provide?**

### Outpatient Services

Your outpatient services may include your family and may happen in one of our clinics, in your home, or in school. Services are provided by licensed mental health professionals, including doctors, nurses, psychologists, social workers, professional counselors, certified case managers, etc. Services include:

- evaluations
- testing
- individual and group therapy
- family therapy
- individual and group therapeutic behavioral services
- medication management
- individual skills training and development
- psychosocial rehabilitation services, or day treatment, and
- case management services

If you have questions about any of these services, just ask any staff member.

## Section 14 – State Fair Hearings

**What may I do if I am unhappy with the appeal decision?**

If you are unhappy with our decision on your appeal, or we cannot make a decision on your appeal as soon as Medicaid wants us to, this is what you may do. You, your legally authorized representative, or your provider can ask for a State Fair Hearing with Medicaid. In these situations, we will tell you in a letter that you can ask for a State Fair Hearing. The letter will tell you how and when to request the State Fair Hearing. We will also give you the State Fair Hearing request form to send to Medicaid. You **must** ask for a State Fair Hearing in writing. If you want, you may bring an attorney with you to the State Fair Hearing.

**Can I continue my services if I file a request for a State Fair Hearing?**

If we reduced or stopped services we previously approved, and you file your request for a State Fair Hearing within the time frame specified in the letter you receive from us, you may ask for your services to continue and we will provide them for you. However, please remember that you may have to pay for these services if the State Fair Hearing decision is not in your favor.

## Section 15—Complaints/Grievances

**What if I have a complaint?**

If you have a complaint about anything other than an action, this is called a grievance.

**How do I file a grievance?**

You, your legally authorized representative, or your provider may file a grievance with any staff member. If you need additional help or want someone else to talk to about the grievance, you may call 801.544.0585 Monday through Friday from 8:30 AM to 5:00 PM and ask for the Director of Public Relations. You may also give us your grievance in writing. Please give it or mail it to the Director of Public Relations at P.O. Box 689, Farmington, UT 84025. If you don't want to talk to us about your grievance, you can call Medicaid anytime at 801.538.6155 or 1.800.662.9651.

## How do I file an appeal?

You, your legally authorized representative, or your provider may file an appeal in either of these two ways.

- Fill out the appeal form that we sent with the Notice of Action letter. Send it to the address on the appeal form.
- Or, if you would like, you can call us first to file your appeal. Call 801.544.0585 Monday – Friday from 8:30 AM to 5:00 PM. This phone number is toll-free in Davis County. Ask for the Director of Public Relations and say that you would like to file an appeal.

Even if you call to file your appeal, you **must** also send us your appeal in writing within five working days of the day you called to file your appeal.

## What if I need help filing my appeal?

Please call 801.544.0585 Monday – Friday from 8:30 AM – 5:00 PM and ask for the Director of Public Relations. This number is toll-free in Davis County.

## Can I continue my services if I file an appeal?

If our action was to reduce or stop services we previously approved, and you filed your appeal within the time frame required and you ask that the services be continued, we will continue to give you these services. You may only have to pay for services if the appeal decision is not in your favor.

## When will Davis Behavioral Health tell me the decision on my appeal?

Usually, Davis Behavioral Health will give you a written decision within 15 calendar days after we get your appeal. Sometimes, we need more time to make the decision. We will let you know about this in writing. Also, you may want us to take more time for some reason. If so, let us know. When you, your provider, or we think it's important to make a decision on your appeal quickly, we will usually make a decision within three working days.

## Personal Recovery Oriented Services (PROS)

Our PROS services allow us to spend more time with you throughout the day based on your needs. Services in the program include:

- **Pre-employment** – pre-vocational assessment and training, temporary employment, and job coaching
- **Care Management** – care management assessments, life skills development, wellness checks, medication outreach
- **Dually Diagnosed Integrated Treatment (DDIT)** – group and outreach services for adults who also have a chemical addiction
- **Project Reconnect** – transitional youth services

## Residential Care

Residential care provides you with a place to stay in one of the following settings:

### Crisis Residential Unit (CRU)

If you are an adult, CRU is a place where you can stay if you need help 24 hours a day. The doors are not locked and you can still receive outpatient treatment. CRU may be used after a stay in the hospital before returning home. Treatment in CRU can also help so a hospital stay may not be needed.

### Therapeutic Family Care

Therapeutic family care is for children with serious emotional problems. The children live with a family with special training. While your child stays in the therapeutic home, we will help you learn to deal with your child so they can return home.

### Group Homes

Group homes are for children with serious emotional problems who need even more help than can be provided by living with a family. Group homes help children learn how to control their behaviors by giving the children a lot of attention and supervision. While your child stays in the therapeutic home, we will help you learn to deal with your child so they can return home.

## Emergency Services

When you think your life is in danger, or that you may harm yourself or others, this may be an emergency. Davis Behavioral Health has 24-hour emergency services seven days a week. When you have a mental health emergency, you may come into a Davis Behavioral Health clinic during the office hours listed on the front of this handbook and you will be seen within one hour. We will talk to you about the type of treatment you will receive. When necessary, Davis Behavioral Health may coordinate services with family and other medical staff to plan the best services for you.

You may also call us at any time to speak with a crisis worker. To get emergency care during our office hours, you can call the Bountiful clinic at 801.298.3446, the Layton clinic at 801.773.7060 or the Kaysville clinic at 801.546.1168. To get emergency care after office hours, you may call 801.773.7060. If you do not have a phone and want to see a crisis worker, you may come to the Crisis Residential Unit on the Layton campus of Davis Behavioral Health and ask for the Crisis Worker.

If your condition requires immediate medical attention, you should go straight to any hospital emergency room. Show them your Medicaid card. If you don't have your Medicaid card with you, tell them you have Medicaid and that Davis Behavioral Health is your mental health provider. Have the emergency provider call 801.773.7060 to tell us about the care they gave you. You do not have to pay for emergency care. You will not have to pay for emergency care even if you are out of the area. If you need an ambulance for transportation in an emergency situation, Medicaid or your physical health plan will pay the ambulance company.

## Section 12 - Actions

### What are actions?

Actions are when Davis Behavioral Health:

- denies (turns down) or approves fewer services than you wanted
- decreases the number of services or ends a service we had previously approved. (If you agree with the change in your treatment, it is not an action. This is only an action if you tell us you don't want the change.)
- denies payment for a service that you might have to pay for,
- does not provide an intake appointment within the required amount of time and you are unhappy with this, or
- does not settle an appeal or grievance you have filed with us as soon as we are supposed to

### How will I know if Davis Behavioral Health is taking an action?

We will send you a letter called a Notice of Action. ***You may appeal the action.***

## Section 13 - Appeals

### What is an appeal?

An appeal is your written request to have us look at the action again to see if we made the best decision.

### When do I have to file an appeal?

Your notice of action letter will give complete information on the appeal process, including how soon you must tell us you want to appeal the action. In some situations, you must tell us within 10 days, and in other situations, within 30 days of the date on the Notice of Action letter. We will let you know which period fits your situation.

## Section 11 - Services From Non-Plan Providers

### May I get mental health services from someone outside of Davis Behavioral Health?

In special situations, you may go to a therapist outside the center. You and the therapist must get approval **before** you get services outside Davis Behavioral Health. Call 801.721.9586 and ask for Utilization Management to talk about the request.

Remember, Davis Behavioral Health is the only mental health agency that can approve mental health services if you live in Davis County.

You may have to pay for care that we have not approved.

### When will Davis Behavioral Health tell me the decision?

Usually, we will make a decision on your request within 14 calendar days. Sometimes, we need more time to make a decision. We will let you know about this in writing and tell you that you may file a grievance, if you are unhappy with our need to take more time. Also, you or your therapist may want us to take more time for other some reason. If so, let us know.

If you, your therapist, or we think it's important to make a decision quickly, we will do so, generally in three working days. We will give you our decision about your request in writing, and we will contact the therapist, too.



### Inpatient psychiatric hospital services

Inpatient care is a place where you can stay if your mental health condition becomes so serious that you become a danger to yourself or another person. The doors are locked and generally inpatient care is provided in a hospital. Davis Behavioral Health must pre-approve hospital care. Davis Behavioral Health uses McKay Dee Hospital as its preferred provider for inpatient hospital care.

If a different hospital treats your emergency and wants to admit you to the hospital, the hospital **must** call us for approval. We may have you stay at that hospital, or we may transfer you to McKay Dee Hospital. It's important to let the hospital know Davis Behavioral Health is your Medicaid mental health provider, so they can call us if they want to admit you. Local hospitals can call 801.773.7060 to talk with us about your need for inpatient care.

If you are outside of Davis County and need mental health care in a hospital, go to the nearest hospital and ask for help. Again, be sure to let the hospital know you have Medicaid and that Davis Behavioral Health is your Medicaid mental health provider. The hospital must call us at 801.773.7060 and let us know they want to admit you for care.



## Section 3 – Services Not Covered by the Prepaid Mental Health Plan

### What services are not covered by Davis Behavioral Health?

Medical or dental care, pharmacy, or substance abuse detoxification, are not covered under the Prepaid Mental Health Plan. If you have questions on other services, call us, your medical health plan, or Medicaid at 1.800.662.9651.

## Section 4 - Choice of Provider

### Can I choose my mental health provider?

Yes. You may talk with us at any time about your choice of therapist. But please remember you may have to pay for care that we have not approved. (See Section 11, Page 11 - May I get mental health services from someone outside of Davis Behavioral Health?)

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## Section 5 - Transportation

### How may I get help with transportation to Davis Behavioral Health?

If you do not have your own transportation to and from your mental health appointments, call your local Department of Workforce Services at 801.776.7800 in Northern Davis County and 801.298.6600 in Southern Davis County. They will help you get a UTA bus pass.

You may be able to get other help getting to mental health services. If UTA bus service is not in your area, or you can't use the UTA for some reason, or you do not have another way to get to your appointment, talk to your therapist.

## Section 10 – Getting Mental Health Services

### How do I ask for mental health services?

To make an appointment with the clinic nearest your home, please call:

- 801.773.7060 if you live in the Layton area
- 801.298.3446 if you live in the Bountiful area or
- 801.546.1168 for Children & Youth services in Davis County

If you need services in the evenings, please let us know when you call. Evaluations and some therapy services may be provided in the evenings. If you need emergency care, you will be seen right away. (See Section 2, Page 3 – Emergency Services)

We will give you urgent care for other conditions that need to be taken care of quickly, but that are not considered emergencies. If you need urgent care, we will see you within five working days. If you do not have an urgent need for care, we will see you within 15 working days. If your situation changes, and you think you need to be seen sooner, be sure to call us. We'll talk about your needs again.

### Where do I go for mental health services?

Davis Behavioral Health's clinics are located throughout Davis County. Our main clinics are located in:

- Layton at 2250 North 1700 West – 801.773.7060
- Bountiful at 470 East Medical Drive – 801.298.3446
- Kaysville Clinic at 934 South Main – 801.546.1168



## Section 9 - Payment for Services

### Will I ever have to pay for mental health services?

Yes, but only if it is not an emergency service. You may have to pay for services if:

- You get a service that is **not** covered by the Prepaid Mental Health Plan.
- You get a service that is **not** pre-approved by Davis Behavioral Health.

If either of the above happens, the provider might ask you to pay for the service. You should only be billed if you signed in writing that you would pay for the service **before** you got the service.

- You ask for and keep getting mental health services during an appeal with Davis Behavioral Health or during a Medicaid fair hearing. You may only have to pay for these services if the appeal or Medicaid fair hearing decision is **not** in your favor.
- You are **not** on Medicaid when you receive the service.



## Section 6 - Interpreter Services

### What if my English is not very good or I am hard of hearing?

We know that it may be hard to talk with your therapist if your first language is not English, or you are hard of hearing. We may have therapists who speak or sign your language. You may ask to get services from them. Or you may ask for an interpreter. Interpreters are free and available in all languages, including sign language. An interpreter can help you over the phone and go with you to your mental health appointments. They will help you talk with and understand what your therapist is telling you. To ask for an interpreter or a therapist who can speak or sign your language, call 801.773.7060 and the receptionist will help you.

### May I get this booklet in another language or format?

Yes. We also have this booklet and other important written information in Spanish. This booklet is also available on audio tape or compact disc (CD) in both English and Spanish.

To get a copy of this booklet in Spanish, or the audio tape or CD in English or Spanish, call 801.773.7060.

### ¿Puedo obtener yo este folleto en otro idioma o en otro formato?

Sí. Tenemos también este folleto y otra información escrita importante en español. Este folleto está también disponible en la cinta de la audiodisquete o el disco compacto (CD) en inglés y español. Para obtener una copia de este folleto en español, o en la cinta de la audiodisquete o el CD en inglés o español, llame a 801.773.7060.



## Section 7 - Rights and Responsibilities

### What are my rights as a client?

As a client at Davis Behavioral Health, you have the right to:

- Get mental health care regardless of your race, color, national origin, disability (mental or physical), gender, religion or age in the admission, treatment or participation in our programs, services and activities. If you have questions or feel you have been treated unfairly or discriminated against for any reason, you may contact our Director of Public Relations at 801.544.0585, or you can call Medicaid's Constituent Services at 1.877.291.5583, or you can call the federal Office for Civil Rights at 1.800.368.1019, or 1.800.537.7697 (TDD), or email at [ocrmail@hhs.gov](mailto:ocrmail@hhs.gov), or you may go to their website at: [www.hhs.gov/ocr](http://www.hhs.gov/ocr)
- Get information on the Prepaid Mental Health Plan;
- Be treated with respect and dignity;
- Have your privacy protected;
- Get information on all treatment options;
- Take part in treatment decisions regarding your mental health care, including the right to refuse treatment;
- Be free from restraint or seclusion if it is used to coerce (force), discipline or used as a reaction (to retaliate), or for convenience, as specified in federal regulations on the use of restraint and seclusion;
- Get a copy of your medical record, and if appropriate, to ask that it be amended or corrected, when allowed by federal law;
- Get mental health services according to Davis Behavioral Health's access and quality standards

### What are my responsibilities as a client?

As a client of Davis Behavioral Health, your responsibilities include:

- Keeping scheduled appointments
- Canceling appointments 24 hours in advance
- Being on time for your appointments
- Participating with your therapist in your treatment plan
- Telling the front desk staff, your therapist, and your Medicaid eligibility worker of changes in your address, phone number, or insurance
- Telling medical staff of **all** medications you are currently taking (including medical and mental health prescriptions, and over-the-counter medications, herbs, etc.)
- Completing any surveys Davis Behavioral Health gives you, including satisfaction and treatment progress surveys
- Respecting the property, comfort, and confidentiality of clients and staff, and
- Notifying your treatment provider when you want to stop getting services

## Section 8 - Mental Health Advance Directives

### What if I am ill and cannot make mental health treatment decisions?

Utah law allows you to have a mental health advance directive. This is like an advance directive for medical treatment. This is called a "Declaration for Mental Health Treatment." This will tell us in writing what treatment choices you want made if you are unable to make decisions later. Your declaration is effective **only** if you and two other adult witnesses sign it. If you want more information regarding advance directives, talk to your therapist or case manager or call NAMI Utah at 801.323.9900.

